

## Electronic Acknowledgement Receipt

<b>EFS ID:</b>	3031551
<b>Application Number:</b>	10674749
<b>International Application Number:</b>	
<b>Confirmation Number:</b>	4208
<b>Title of Invention:</b>	Computer-implemented system and method for managing service agents
<b>First Named Inventor/Applicant Name:</b>	Michael G. Carney
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<b>Filer:</b>	Stephen D. Scanlon/John V. Biernacki
<b>Filer Authorized By:</b>	Stephen D. Scanlon
<b>Attorney Docket Number:</b>	343355600069
<b>Receipt Date:</b>	20-MAR-2008
<b>Filing Date:</b>	30-SEP-2003
<b>Time Stamp:</b>	17:24:57
<b>Application Type:</b>	Utility under 35 USC 111(a)

### Payment information:

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Payment Type	Deposit Account
Payment was successfully received in RAM	\$ 1130

RAM confirmation Number	2494				
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<b>File Listing:</b>					
Document Number	Document Description	File Name	File Size(Bytes) /Message Digest	Multi Part /.zip	Pages (if appl.)
1		DOC183.pdf	621491 f6c413ff56f25355c52e76ee4241faab63b2c12f	yes	21
	<b>Multipart Description/PDF files in .zip description</b>				
	<b>Document Description</b>		<b>Start</b>	<b>End</b>	
	Amendment - After Non-Final Rejection		1	1	
	Claims		2	12	
	Applicant Arguments/Remarks Made in an Amendment		13	20	
	Extension of Time		21	21	
<b>Warnings:</b>					
<b>Information:</b>					
2	Fee Worksheet (PTO-06)	fee-info.pdf	8471 965fe4ee8bbf9df980c179e892ec2d63e7211e65	no	2
<b>Warnings:</b>					
<b>Information:</b>					
<b>Total Files Size (in bytes):</b>			629962		

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**New Applications Under 35 U.S.C. 111**

If a new application is being filed and the application includes the necessary components for a filing date (see 37 CFR 1.53(b)-(d) and MPEP 506), a Filing Receipt (37 CFR 1.54) will be issued in due course and the date shown on this Acknowledgement Receipt will establish the filing date of the application.

**National Stage of an International Application under 35 U.S.C. 371**

If a timely submission to enter the national stage of an international application is compliant with the conditions of 35 U.S.C. 371 and other applicable requirements a Form PCT/DO/EO/903 indicating acceptance of the application as a national stage submission under 35 U.S.C. 371 will be issued in addition to the Filing Receipt, in due course.

**New International Application Filed with the USPTO as a Receiving Office**

If a new international application is being filed and the international application includes the necessary components for an international filing date (see PCT Article 11 and MPEP 1810), a Notification of the International Application Number and of the International Filing Date (Form PCT/RO/105) will be issued in due course, subject to prescriptions concerning national security, and the date shown on this Acknowledgement Receipt will establish the international filing date of the application.